

1. The first step is to identify the problem. This involves understanding the current situation and what needs to be improved.

2. The second step is to set clear goals. These should be specific, measurable, achievable, relevant, and time-bound (SMART).

3. The third step is to develop a plan. This involves identifying the resources needed and the steps to be taken.

4. The fourth step is to implement the plan. This involves putting the plan into action and monitoring progress.

5. The fifth step is to evaluate the results. This involves comparing the actual results with the goals and identifying areas for improvement.

6. The sixth step is to make adjustments. This involves making changes to the plan or implementation based on the evaluation.

7. The seventh step is to communicate the results. This involves sharing the findings with stakeholders and providing feedback.

8. The eighth step is to document the process. This involves recording the steps taken and the results achieved.

9. The ninth step is to review the process. This involves reflecting on the experience and identifying lessons learned.

10. The tenth step is to improve the process. This involves making changes to the process based on the review.

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Class	Subclass	Date	Examiner
477	70-91	4/18/05	TOL
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